

Daniel Akselrod

From: Vadim M [vadimm@hotmail.com]
Sent: Tuesday, September 14, 2010 4:14 PM
To: da@valmandelpc.net; vadinga@hotmail.com
Subject: Fw: SRX1137991376ID - Need detailed explanation about the product's feature

From: Microsoft Online Customer Service
Sent: Tuesday, August 31, 2010 4:07 PM
To: vadimm@hotmail.com
Subject: RE: SRX1137991376ID - Need detailed explanation about the product's feature

Hello Vadim,

Thank you for contacting Microsoft Customer Service.

I understand that you would like to know a few information about Windows Live Messenger and MSN Messenger.

As a Customer Service Representative, we are here to assist you in finding the right place to get help with your questions and providing resources which may help you in resolving your issue.

Both applications are basically the same just with a different name. After MSN Messenger 7.5 was released in 2005, the name was changed to Windows Live Messenger which it currently uses. For more information regarding Windows Live Messenger, you may refer to this link - <http://explore.live.com/windows-live-messenger>

With regards to the history or archives: it is turned on by default and stored entirely on the owner's computer at the "My Received Files" under the My Documents folder. It remains there until the owner decides to clear the history (through the history settings).

If you have further questions, please do not hesitate to reply to this e-mail.

Thank you,

Jeff

Microsoft Customer Service Representative ?. I?m a PC and I run Windows? 7

If you have any feedback about your Online Customer Service experience, please send it to my manager, Shyeanne, by clicking the link below. Please be sure to include the name of my manager in the subject field.
<http://go.microsoft.com/?linkid=9685406>

--- Original Message ---

From : vadimm@hotmail.com

Sent : Tuesday, August 31, 2010 1:08:04 AM UTC

To : CNTUS.PRIV.WW.00.EN.000.000.CS.CMR.CUS.00.WB@css.one.microsoft.com

Subject : Need detailed explanation about the product's feature

QUESTIONS OR COMMENTS

Message: I have few questions about the Messenger program.

1. What is the difference between MSN Messenger and Windows Live Messenger?
2. How do they keep the history? Where? What is the file format for the history files? How long is the history kept?
3. Is history saved only on users' computers or also somewhere else? e.g. MSN Servers?
4. What are the default settings for writing history?

Thank you.

Vadim M.